ABSTRACT

A process for assisting a user to order the IT services the user wants even if the user is not familiar with the proper IT terminology or concepts. The process

5   comprises: displaying an IT services catalog; determining if a user that wishes to order an IT service selects an option for computer assistance in selecting a service action; if a user requests assistance, displaying questions in an order dictated by a decision tree defined in advance by an IT professional, and traversing the decision tree based upon answers provided by the user via computer input

10   devices until one or more recommendations for service actions have been encountered; gathering all recommended service actions and filling in fields in a data structure based upon answers given by said user; upon completion of step 3, or if said user does not request assistance in step 2, soliciting said user to fill in all unpopulated fields of a data structure defining one or more service actions

15   which are either selected by the user or which have been recommended by processing the decision tree and validating all user data input.

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